



Auto Ship Confirmation Instructions and Script

Revised 4/14/05

AUTO SHIP INSTRUCTIONS

After making a sale with a product on autoship, tell the customer to please wait a moment while you get their confirmation number.

- 1) Press the Recording Button on your phone (it is 5th button up from the bottom.) You will hear a confirmation number two times.
- 2) Type the confirmation number in the space provided in the database. Do not give the customer this confirmation number, just put it into the system. If customer does ask for a confirmation number, refer them to their invoice number.
- 3) Press CNF/TRN Button

AUTO SHIP CONFIRMATION

"Before I let you go_____, I just want to quickly confirm your order with you, so we are both clear on what you will be receiving..."

"You will receive your (*1 month, 3 month, six month, 1 year*) supply of _____ in (*express shipping* 3-5 days or 2-4 weeks) and it is going to be shipped to (*confirm address*). We will be billing your credit card (*total amount of package*) today."

"You have also agreed to sign up for our continuity program, so once your supply is up (*1 month, 3 month, 6 month, 1 year*) you will automatically receive your re-supply (*state frequency*) in the mail for _____ (*amount of monthly re-supply varies on whatever package deal customer agreed to*)."

"Is all of this information correct and do you agree to the terms of this offer? (**Must get YES**) If at any time you want to change, modify, or cancel your order you may do so by calling 1.800.215.0063."

"Thank you for your order today and your confirmation invoice number is (*give invoice #, not contract genie #*)."

CUSTOMER SATISFACTION

"If you have any other questions or would like to check on the progress of your order, please feel free to contact our Customer Satisfaction Department at 1.800.215.0063"